



**Applewood Surgery,
Wickford Health Centre,
Market Avenue,
Wickford,
SS12 0AG**

Tel: 01268 562444

www.swanwood.com

Doctors

Dr Raj Rai

MBBS, MRCP

Special interest: Orthopaedics

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***Dr Sunitha Padmanabhan***

MBBS, MRCOG, MRCP

Special interest: Women's Health

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Dr Simon Kaklugin

MBBS, MRCP

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***Dr Sara Haq***

MBBS, MRCP

## **GP Registrars**

**The GP Registrars change every 6 months**

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Foundation Year 2 Doctors

The Foundation Year Doctors Change every 4 Months

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## **Practice Manager**

***Lynda Hampel***

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Operations Manager

Nicola Levey

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## Practice Nurses

Nurse Prescriber: ***Sister Sue Murray***

Lead Nurse: ***Lisa Stilwell***

Practice Nurse: ***Christine Seeley***

Associate Practitioner: ***Katie Durrant***

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## Reception/Admin Staff

Receptionists:

***Beth, Zoe, Wendy, Deborah, Kathryn, Julie***

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## Doctors' Appointments

| DATE      | MORNING    |  | AFTERNOON |
|-----------|------------|--|-----------|
| MONDAY    | 9.00-11.30 |  | 3.00-6.00 |
| TUESDAY   | 9.00-11.30 |  | 3.00-6.00 |
| WEDNESDAY | 9.00-11.30 |  | 4.00-6.00 |
| THURSDAY  | 9.00-11.30 |  | 3.30-6.00 |
| FRIDAY    | 9.00-11.30 |  | 3.30-6.00 |

## Reception Times

| DATE      | MORNING   | CLOSED LUNCHTIME<br>For Administration | AFTERNOON |
|-----------|-----------|----------------------------------------|-----------|
| MONDAY    | 8.30-1.00 | 1.00-2.00                              | 2.00-6.30 |
| TUESDAY   | 8.30-1.00 | 1.00-2.00                              | 2.00-6.30 |
| WEDNESDAY | 8.30-1.00 | 1.00-2.00                              | 2.00-7.30 |
| THURSDAY  | 8.30-1.00 | 1.00-2.00                              | 2.00-6.30 |
| FRIDAY    | 8.30-1.00 | 1.00-2.00                              | 2.00-6.30 |

## **Practice Nurse Times**

| DATE      | MORNING    |  | AFTERNOON |
|-----------|------------|--|-----------|
| MONDAY    | 9.00-12.30 |  | 2.00-6.00 |
| TUESDAY   | 9.00-12.30 |  | 2.00-6.00 |
| WEDNESDAY | 9.00-12.30 |  | 2.00-6.00 |
| FRIDAY    | 9.00-12.30 |  | 2.00-6.00 |

## **Late Clinic Extended Access**

For our patients requiring late appointment with GP or Nurse, we are able to book late appointments between 6:30PM -8:00 PM 7 days a week at Local Hub Service. The local hub service provides extended access for Wickford Patients where you can see a GP or a Nurse for consultations. These are pre-booked appointments. If you wish to book a late appointment please contact the reception staff.

## **Home Visits**

To request a home visit please call the surgery before 10.30am. Home visits are at the discretion of the doctors, so please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number.

## **Telephone Consultations**

To request a telephone consultation, please call the surgery before 11.00am, please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number. Please ensure you are available at all times to enable to doctor to contact you.

## **Repeat Prescriptions**

**Please allow 72 working hours for a repeat prescription to be produced.**

We accept repeats in writing, by post or via a nominated pharmacy. Alternatively, register online for direct access to the clinical system. You can also instruct a chemist on your behalf to order, collect and deliver.

**We do not accept** repeat prescriptions by phone unless you are elderly or housebound. In that case please call after 10:30am.

To avoid being issued with the wrong medication we can only accept written requests, either using the right hand side of the original prescription or a written request

## **Clinics**

We offer the following services:

**New Patient Health Checks**

**NHS Health Checks**

**Chronic Kidney Disease**

**Asthma Checks**

**Cytology**

**IUD Coil Fitting**

**Post Natal Checks**

**Joint Injections**

**Child Immunisations**

**Chronic Heart Disease**

**Pill Checks**

**Diabetic Checks**

**NHS Health Checks**

**Smoking Cessation**

**Contraception Implant**

**Blood Pressure Checks**

## **Blood and Test Results**

We do not routinely phone patients with test results unless medication is urgently needed. It is your responsibility to call to check on your results. Please call after 2.30pm.

## **Change of address and telephone numbers**

We ask that you notify us of any change to your address or telephone numbers. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

## **Appointments**

We have more than 7400 registered patients and recognise that sometimes getting an appointment may not be easy, but do offer various alternatives, from the daily emergency appointment's to a pre-booked one month in advance appointments. This includes pre-bookable & emergency telephone consultations.

Our reception staff will try to help you in booking a suitable appointment for you but please note it is not always possible to accommodate any specific request for time, date and the clinician of choice. Please understand that the reception staff is there to do their best to help you.

When phoning in you will be asked for the reason for your request. This will be so we can assign the best appointment for you. Did you know that your local chemist can now handle many minor ailments? If you do not pay for your medication, this can be extended to the chemist on prescription items.

**When patients fail to attend a pre-booked appointment it prevents someone else being seen. If patients frequently fail to turn up or give enough cancellation notice (24 hours) they may be asked to register elsewhere.**

We have a number of appointments that can be booked online directly into the clinical system. To learn more about this, please contact the surgery for further details

### **Confidentiality**

**ALL** patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies unless we have your written consent.

### **New Patients**

When our lists are open we are happy to register new patients. You can register at reception by using a registration form and supplying us with proof of identity and address. We may ask you to have a new patient check if you are over 65 or on repeat medication.

### **Complaints and Suggestions**

We strive at all times to provide a service of the highest standard. If you wish to make a comment or complaint, this should be made to the Practice Manager, please speak to reception and ask for Georgina Morgan. For written complains you will receive a response within 2 days. A full written response will be sent within 14 days. If you are unhappy at that point, you can arrange to come in and discuss the problem further with the Practice Manager. If it is still not resolved, you can contact your local PALS (Patient Advisory Liaison Service) and you also have the right to take the complaint to the Health Commissioner.

### **Zero Tolerance**

**In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.**

## **Safeguarding Statement**

### **Safeguarding Children**

Under the 1989 and the 2004 Children Acts a child or young person is anyone under the age of 18 years.

Safeguarding Children refers to the activity that is undertaken to protect specific children who are suffering or at risk of suffering significant harm. All agencies and individuals should be proactive in safeguarding and promoting the welfare of children. Swanwood Partnership recognises that all children have a right to protection from abuse and the practice accepts its responsibility to protect and safeguard the welfare of children with whom staff may come into contact.

We are committed to a best practice which safeguards children and young people irrespective of their background, and which recognises that a child may be abused regardless of their age, gender, religious beliefs, racial origin or ethnic identity, culture, class, disability or sexual orientation.

Swanwood Partnership will:

- Respond quickly and appropriately where abuse is suspected or allegations are made
- Provide both parents and children with the chance to raise concerns over their own care or the care of others.
- Have a system for dealing with, escalating and reviewing concerns.
- Remain aware of child protection procedures and maintain links with other bodies, especially the CCG-appointed contacts.
- Ensure that all staff are trained to a level appropriate to their role.

### **Vulnerable Adults**

The definition is wide, however this may be regarded as anyone over the age of 18 years who may be unable to protect themselves from abuse, harm or exploitation, which may be by reason of illness, age, mental illness, disability or other types of physical or mental impairment. Those at risk may live alone, be dependent on others (care homes etc.), elderly, or socially isolated.

Where abuse of a vulnerable adult is suspected, the welfare of the patient takes priority. In deciding whether to disclose concerns to a third party or other agency, the GP will assess the risk to the patient. Ideally the matter should be discussed with the patient involved first, and attempts made to obtain consent to refer the matter to the appropriate agency. Where this is not possible, or in the case of emergency where

serious harm is to be prevented, the patient's doctor will balance the need to protect the patient with the duty of confidentiality before deciding whether to refer. The patient should usually be informed that the doctor intends to disclose information, and advice and support should be offered. Where time permits, the medical defence organisation will be telephoned before any action is taken.

Swanwood Partnership will seek consent from vulnerable people to share information with carers / next of kin and log the results of this. Due regard will be taken of the patient's capacity to provide a valid consent.

Swanwood Partnership will ensure that all staff is trained to a level appropriate to their role.

### **Further Practice Details**

The Practice has disabled access and facilities for all patients and will always offer assistance where necessary.

We always try and place you with the doctor of your choice but that may not always be possible. Please note all doctors, trainees and locums have full access to your full record.

Swanwood Partnership is a Teaching practice and prides itself on training Doctors to become clinicians in primary care.

Swanwood Partnership is also a Research Practice.

### **When the Surgery is closed**

If you need to see a doctor:

| Please call the NHS non-emergency number: 111

In cases of Emergency: Please call 999

FOR MORE GENERAL INFORMATION YOU CAN GO TO THE NHS CHOICES WEBSITE AT:  
[www.nhs.uk](http://www.nhs.uk)



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